

# Garbage and Recycling Program



GARBAGE AND RECYCLING  
BLOOMINGTON • MINNESOTA

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Public Works Project Coordinator  
September 12, 2017

# Historical Timeline



- Late 2012
  - Began the discussion during the Solid Waste Management Plan
- October 2014
  - Formally moved forward with organized collection
- November 2014 – April 2015
  - Negotiations with seven existing residential Haulers
- February 2015
  - Organized Collections Options Committee (OCOC) formed

# Historical Timeline



- Spring 2015
  - Acceptable proposal from haulers submitted
- June 1, 2015 Public Hearing
- June 22, 2015 City Council Decision
  - City Council approved moving forward with organized collection
- December 21, 2015 City Council
  - Services Contract Signed
- October 3, 2016
  - Start date of organized collection

# City Priorities for Organized Collection



Social

Environmental

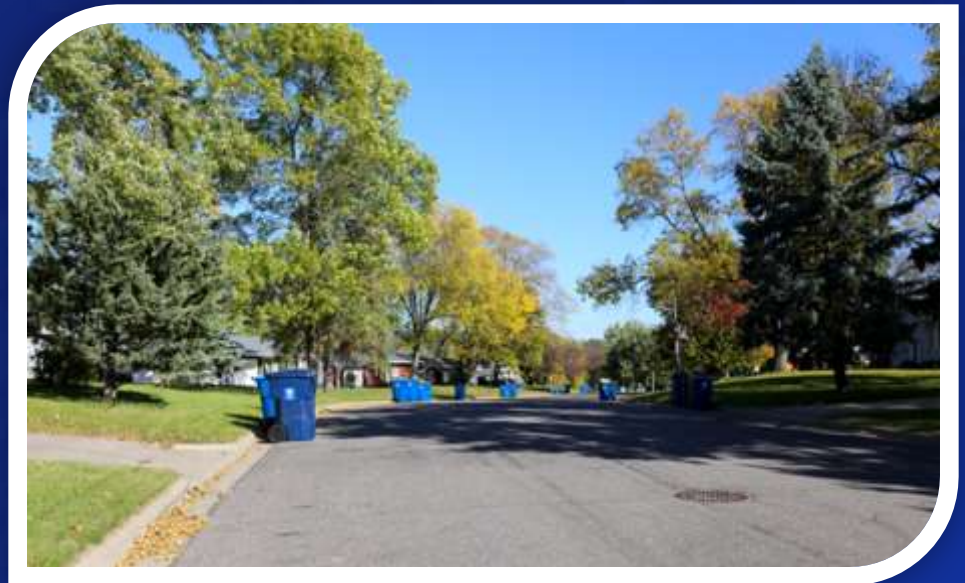
Economic

# Organized Hauling Priorities



## ■ Social

- Provide Access to Solid Waste Services to all Residents
- Reduce Truck Noise and Litter
- Improve Safety



# Organized Hauling Priorities



## ■ Environmental

- Improve Recycling, Composting and Waste Reduction
- Diverting Solid Waste From Landfills
- Reduction of Trucks on the Road
- Enhance Public Education and Awareness

## ■ Economic

- Improve Value of Services
- Minimize City Staff Resources Devoted to Solid Waste Administration
- Promote Local Economic Development
- Reduce Road Wear Impacts



# Contract details

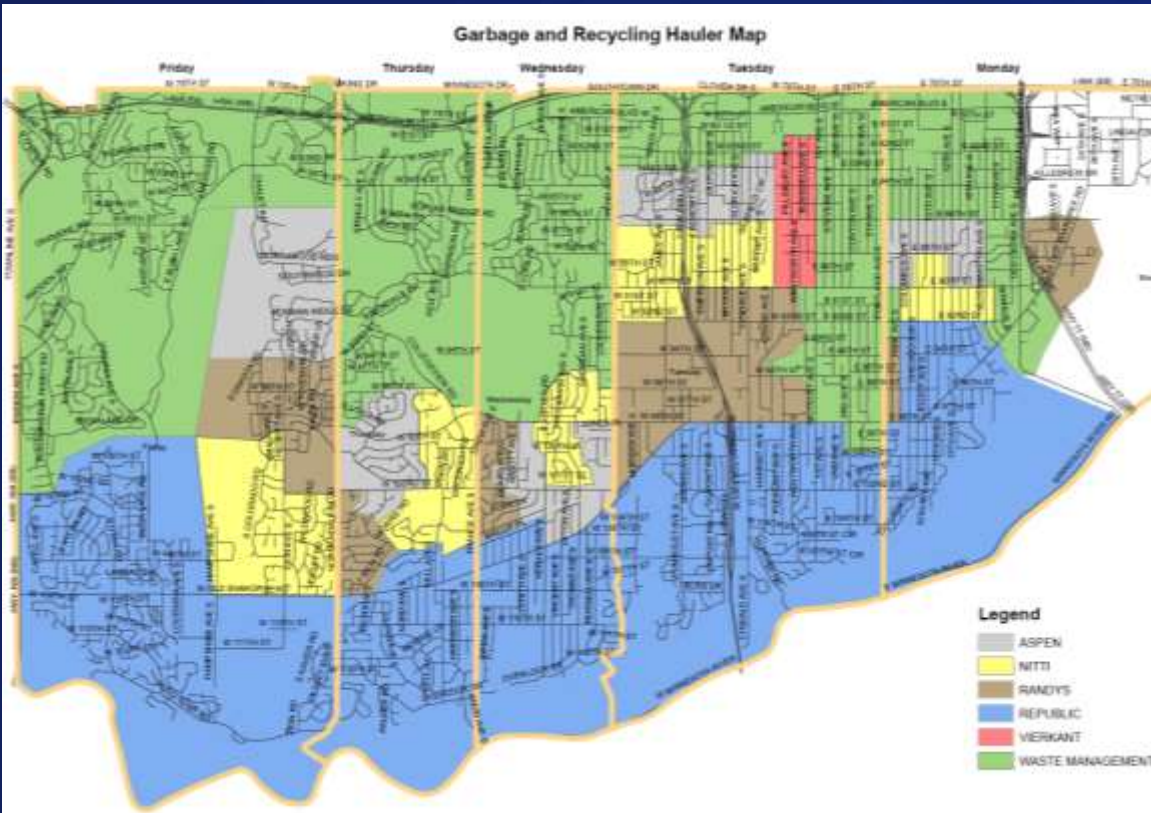


- Hired Foth Consulting
- Followed MN Statute 115A.94
- Consortium model with seven haulers (Bloomington Haulers, LLC)
- Identified hauler market share
- Determine desired scope of services
- Identify collection schedule and hauler zones
- Include liquidated damages
- Five year contract with option to renew

# Program Summary



Garbage and Recycling Hauler Map



Hauler	# of Accounts	% of accounts served
Aspen	2,168	9.9%
Nitti	2,508	11.48%
Randy's	1,464	6.70%
Republic	7,564	34.63%
Vierkant	298	1.36%
Waste Management	7,842	35.9%



# Services Offered



- Serve 22,000 households
- Weekly garbage collection
- Every other week recycling collection
- Yard waste collection (subscription or on call)
- Bulk materials and electronic waste collection
- Organics blue bag program to be determined
- Curbside Cleanup Program
- Door-Step Collection
- Opt out option



# Pricing



Garbage size	Recycling Size	Cost Every other Month
Small (35 gal)	Any size	\$31.10
Medium (65 gal)	Any size	\$37.78
Large (95 gal)	Any size	\$44.44

- Inclusive of taxes and fees
- Charged every other month
- Billing handled by City Utility Billing
- 2% increase in rates years 3 and 5 of contract

# Pricing Continued



- Yard waste subscription
  - Full subscription (Apr. 15- Nov. 30): \$79.50
  - First year partial season (Aug. 1 – Nov. 30): \$49.75  
(Only available to new residents who move in mid-year)
  - On call: \$4 per bag (for non-subscribers)
- Offered at additional costs
  - Bulk materials and electronic waste
  - Extra collection and return trip fee
  - One additional yard waste container

# Implementation Process



- Termination of existing contracts
- Refunds provided to resident from haulers
- Hauler coordinated cart swap
- Internal staff training
- Staffing
  - Public Works staff manage program and high-level customer service issues (1 FTE, 3 temporary FTE)
  - Utility Billing staff manage new customers, billing and customer service (4 FTE)
- Education and communication

# Communications



- Bloomington Briefing
- 10% of Households Signed up with E-subscribe (2,211 Subscribers)
- Bloomington Today
- Promotional Videos
- Social Media: Facebook, Twitter, Nextdoor
- Website

# Enforcement



- Biweekly Consortium and City meetings
- Liquidated Damages
  - Damages are deducted in payment to Consortium
  - Issued directly to offending Consortium member



# Enforcement



- Types of Liquidated Damages Issued:
  - Not providing information indicating why service is refused
  - Not notifying City completion of request within 7 business days
  - Not returning containers to original location
  - Not complying with cart management
  - Not cleaning equipment
  - Not collecting materials or coordinating collection within 24 hours of notification
  - Missing a block of homes
  - Failure to complete 50% or more of pickups within a zone

# Challenges of First Year of Implementation



## ■ Process

- Contract development
- Interpreting contract details
- Contract and ordinance modifications

## ■ Data

- Inaccurate data supplied to City negatively impacted billing for yard waste
- Field auditing and database reconciliation

## ■ Operations

- Cart swap process
- Every other week recycling collection

# Challenges of First Year of Implementation Continued



## ■ Expectations

- Developing relationships with the hauler leadership and customer service staff
- Differing levels of customer service expectations with haulers and City
- Organics program not established

## ■ Accountability

- Holding haulers accountable with current contract requirements

# Challenges of First Year of Implementation



## ■ Staff Involvement

- Underestimated challenges of managing a contract with consortium model
- Staffing for customer service
- Still experiencing large volume of calls and customer service follow up
- Limited staffing for program administration resulting in limited time for resident education

# Recommendations



## ■ Process

- Follow MN Statute 115A.94
- Pursue Request for Proposal option
- Spend time creating contract that works for your needs
- Consider if billing should be handled by hauler or city

## ■ Contract Development

- Consider clearly defined “opt out” options or decide if option is necessary
- Establish specific and strict liquidated damages to ensure accountability

# Recommendations Cont.



- Contract development cont.
  - Clearly identify all costs
  - Require hauler reporting: i.e. tonnage, service issues
  - Require regular meetings with haulers and annual progress report meetings
- Implementation
  - Designate adequate staff to conduct work
  - Create a comprehensive education and outreach plan to promote program
  - Require detailed plan of cart exchanges





# Questions?

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[blm.mn/garbage](http://blm.mn/garbage)

# Organics Recycling



# Tonight's objectives

- **Introduce the basics of organics recycling**
- **Inform the Council of new goals established by Hennepin County related to organics recycling**
- **Present five options on how to proceed with organics collection**



# What are organics?

- **All food waste**
- **Non-recyclable paper (not coated with plastic)**
  - Paper towels, napkins, and tissues
  - Pizza boxes and paper egg cartons
- **Certified compostable products**





Why discuss  
organics?



# Why should we compost?

- ◉ **Reduces landfilling**
- ◉ **Reduces greenhouse gas emissions**
- ◉ **Conserves natural resources**
- ◉ **Protects our air, land, and water**
- ◉ **Prevents pollution**
- ◉ **Improves public health**
- ◉ **Supports the economy**



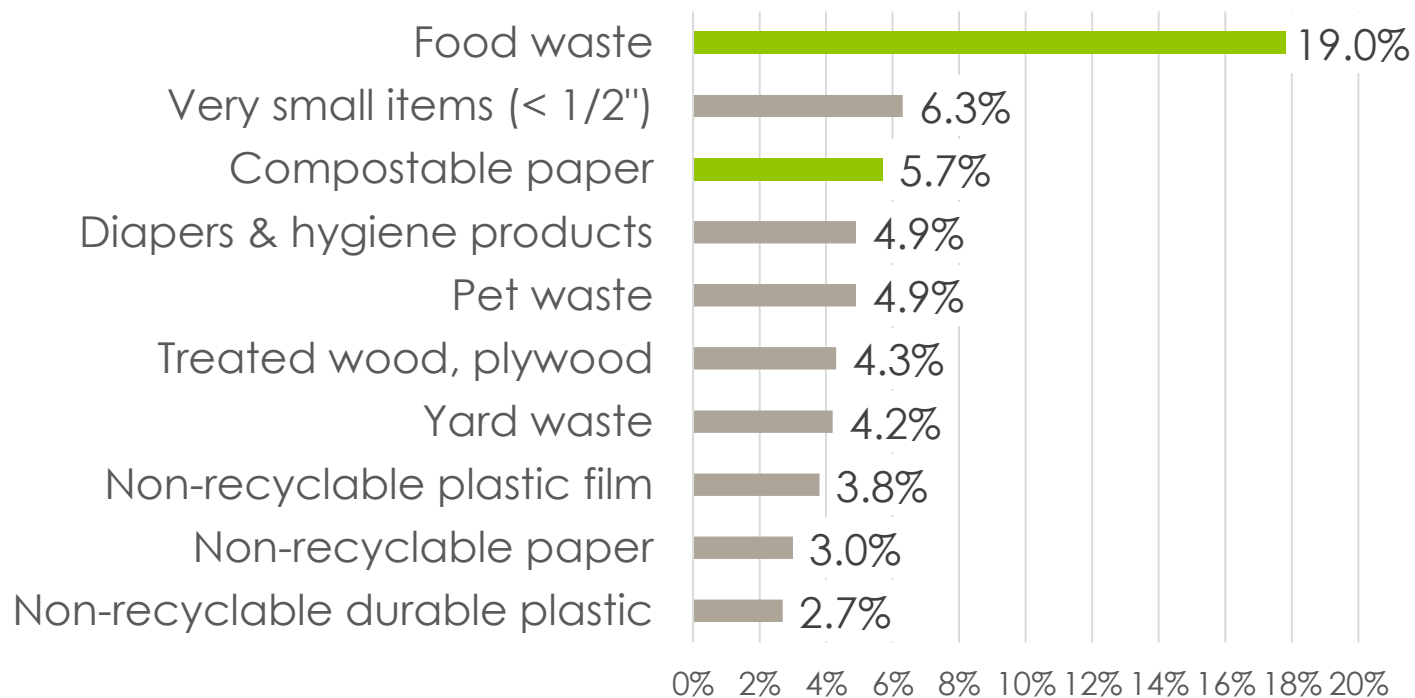
# What's left in the trash?



Hennepin County conducted  
a waste sort study last year



# Organics are the most common material in the trash





What happens to it?



It's different from  
backyard composting





# Industrial Composting

- Organics are taken to industrial composting sites
- Heat + water + air + time break things down
- It is sifted for non-organics, ground up, and stacked into piles.
- It sits in piles that are monitored for heat and aerated
- Industrial compost vs backyard compost

# What is compost used for?

## Shoreline restoration



## Gardens and golf courses



## Erosion control



TxDOT

# Benefits to Residents & Businesses

- Significantly reduces trash
- Creates a valuable resource: compost
- Decreases environmental costs of trash



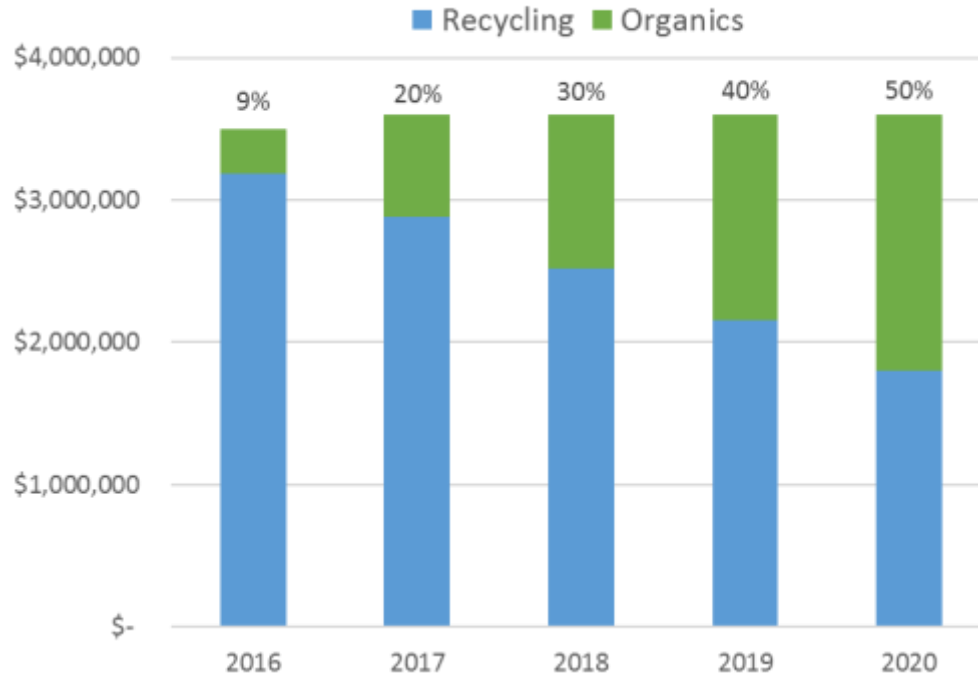


# Cities with Citywide Organics

- Minneapolis
- St. Louis Park
- Wayzata
- Medina
- St. Bonifacius
- Medicine Lake
- Osseo
- Maple Plain
- Loretto



# Hennepin County is shifting more funds to organics





# Organics Collection Options

<b>OPTION 1</b>	Require all haulers to offer organic collection by ordinance.
<b>OPTION 2</b>	Develop a pilot program with the County to offer all haulers an incentive to offer organics collection.
<b>OPTION 3</b>	Establish an organics drop off site(s).
<b>OPTION 4</b>	Organize hauling and require organics collection by contract.
<b>OPTION 5</b>	Do nothing.

## **OPTION 1: REQUIRE ALL HAULERS TO OFFER ORGANIC COLLECTION BY ORDINANCE.**

<b>PROS</b>	<ul style="list-style-type: none"><li>• Easy &amp; quick.</li><li>• Helps retain recycling grant funds from County.</li><li>• Low cost to City (City mails out educational materials to residents, County provides the materials).</li><li>• Available to all single-dwelling residents.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• No control of prices.</li><li>• Not available for apartment dwellers.</li><li>• No incentives for users.</li><li>• Potential lawsuits.</li><li>• Collection system could vary between haulers, making it confusing to users.</li></ul>
<b>OTHER</b>	<ul style="list-style-type: none"><li>• City mails out educational materials to residents.</li><li>• County provides the materials.</li><li>• Organics can be co-collected with trash.</li></ul>

**OPTION 2: DEVELOP A PILOT PROGRAM WITH THE COUNTY TO OFFER ALL HAULERS AN INCENTIVE TO OFFER ORGANICS COLLECTION.**

<b>PROS</b>	<ul style="list-style-type: none"><li>• Leverages County financial support.</li><li>• Helps to retain recycling grant funds from County.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• No incentives for users.</li><li>• Temporary.</li></ul>
<b>OTHER</b>	<ul style="list-style-type: none"><li>• Define area served.</li><li>• Requires meeting with haulers.</li><li>• County may provide finished compost to residents.</li></ul>

### **OPTION 3: ESTABLISH ORGANICS DROP-OFF SITE(S).**

<b>PROS</b>	<ul style="list-style-type: none"><li>• Leverages County financial support (may provide help with start-up costs).</li><li>• Helps retain recycling grant funds from County.</li><li>• No cost to residents.</li><li>• Less contamination.</li><li>• Provides opportunity for apartment dwellers.</li><li>• Good community introduction to organics collection.</li><li>• One hauler.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• Participation much less than curbside pickup.</li><li>• City operational costs.</li><li>• Messy.</li></ul>
<b>OTHER</b>	<ul style="list-style-type: none"><li>• Consists of a dumpster and service from one hauler.</li><li>• Can be combined with options 1, 2, or 4.</li><li>• Site selection.</li><li>• Multiple sites?</li></ul>



## Organics Recycling Drop-off Site

### Contact



www.malgrs.org  
652.695.4000

### Sponsors



City of Cambridge  
Cambridge Greenworks  
Cambridge Greenworks

Don't forget to lock  
the gate behind you!

Organics Recycling  
Drop-off Site  
Macalister Grounds  
Cambridge, MA



## **OPTION 4: ORGANIZE HAULING AND REQUIRE ORGANICS COLLECTION BY CONTRACT.**

<b>PROS</b>	<ul style="list-style-type: none"><li>• Potential lower cost to residents.</li><li>• Higher participation rate.</li><li>• Fewer trucks on streets.</li><li>• Helps to retain recycling grant funds from County.</li><li>• Best environmental choice.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• Organized opposition.</li><li>• Takes time to accomplish.</li><li>• City cost to administrate contracts.</li></ul>
<b>OTHER</b>	<ul style="list-style-type: none"><li>• Consider organizing recycling/organics only.</li></ul>

## OPTION 5: DO NOTHING

<b>PROS</b>	<ul style="list-style-type: none"><li>• Least controversial.</li></ul>
<b>CONS</b>	<ul style="list-style-type: none"><li>• Loss of County recycling funds.</li><li>• Environmental opportunity cost.</li></ul>

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